

Instructions on Establishing a CHART Manager Account

20 September 2005

1. Go into website: <https://chart.donhr.navy.mil/admin/AdminHome.asp>
2. Select ***Need to Create an Account?*** And Click on ***Login***

Department of the Navy's Recruitment suite for Applicants - Microsoft Internet Explorer provided by Navy Marine Corps Intranet

Address: <https://chart.donhr.navy.mil/admin/AdminHome.asp>

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Admin Home | CHART Home | Logout

Administrator Home
Enter Your User ID (Email Address) and Password Below to Login

User ID (Email Address)

Password

[Forgot your password?](#) or [Need to create an Account?](#)

Login

Click Here

Quick Tips

Need to Create an Account?
Once you establish an account, your account will be approved or disapproved by an administrator. If your account is approved, you will have access to the areas of the site that you will need.

Forgot your Password?
If you forgot your password, use the Forgot your Password link to have your Password Hint sent to your email address on file.

3. Complete Administrator Create Account

NOTE: Complete all items with ** asterisks

First Name – Manager's first name

Last Name – managers last name

Region – select **PACIFIC**

Password – see account password info below on how to establish a password

Retype Password – type password again

Password Hint – If you forget your password, your hint should serve to remind you. Keep your hint in a safe place.

Email Address – managers email address (NOTE: Your email will serve as your User ID when logging in)

After ALL items are completed, click on **Create**

Search

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Choose a category for your search:

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Admin Home CHART Home Logout

Administrator - Create Account

Required Fields are marked with an asterisk(**).

Name

First**
Last**

Region**
PACIFIC

Account Password

Passwords must contain a minimum eight characters and a maximum 12. In addition, passwords **must** include one each of the following:

- Upper case
- Lower case
- Number
- Special character - select from <> , . ; * % & ! # \$
- Example: Wrlldwide@2

Password**
(10 characters maximum length)

Re-type Password**

If you forget your password, your hint should serve to remind you. Keep your hint in a safe place. If you forget your password, we cannot reset your account without you providing us your hint.

Password Hint**

Email Address**

Email is mandatory. Your Email will serve as your User ID when logging in.

Create

Click Here

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4. Manager will receive email confirmation from CHART@navy.mil advising that the new account has been received and is awaiting approval or disapproval. Please retain this email in the event that there is difficulty activating the account.

NOTE: Email confirmation is sent from CHART directly to the user via email. Be certain the CHART email was not caught in a SPAM filter OR blocked by a firewall.

5. Manager should contact/email HRO Advisor informing them that he/she has established a CHART Manager Account successfully and provides the HRO Advisor with the following information:

- First Name used to establish your Manager Account
- Last Name used to establish your Manager Account
- Email Address used to establish your Manager Account

6. HRO Advisor will email HRSC Resumix Manager (barry.l.james@navy.mil) to Activate Manager CHART Account with the following information provided by the manager:

- First Name
- Last Name
- Email Address

7. HRSC Resumix Manager will forward request to HRSC SW to activate Manager CHART Account.

NOTE: The activation process could take up to 48 hours to complete.

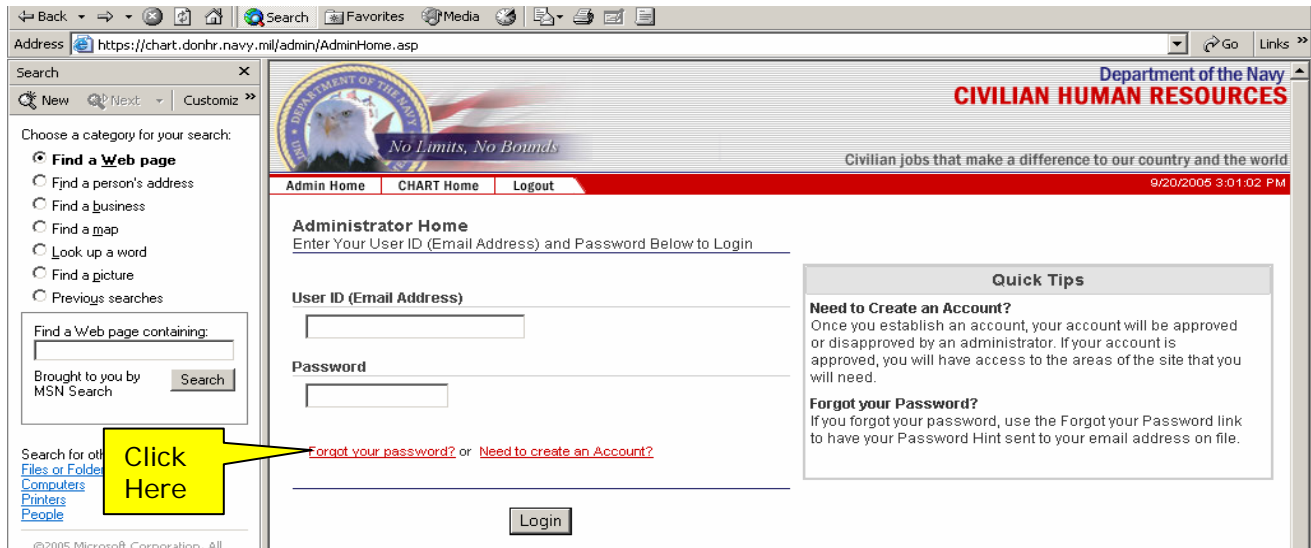
8. Once activation is completed by HRSC SW, HRSC SW will email HRSC Resumix Manager advising Manager CHART Account is activated.

9. HRSC Resumix Manager will notify the HRO Advisor by email when Manager CHART Account is activated.

Instructions on Recovering Password

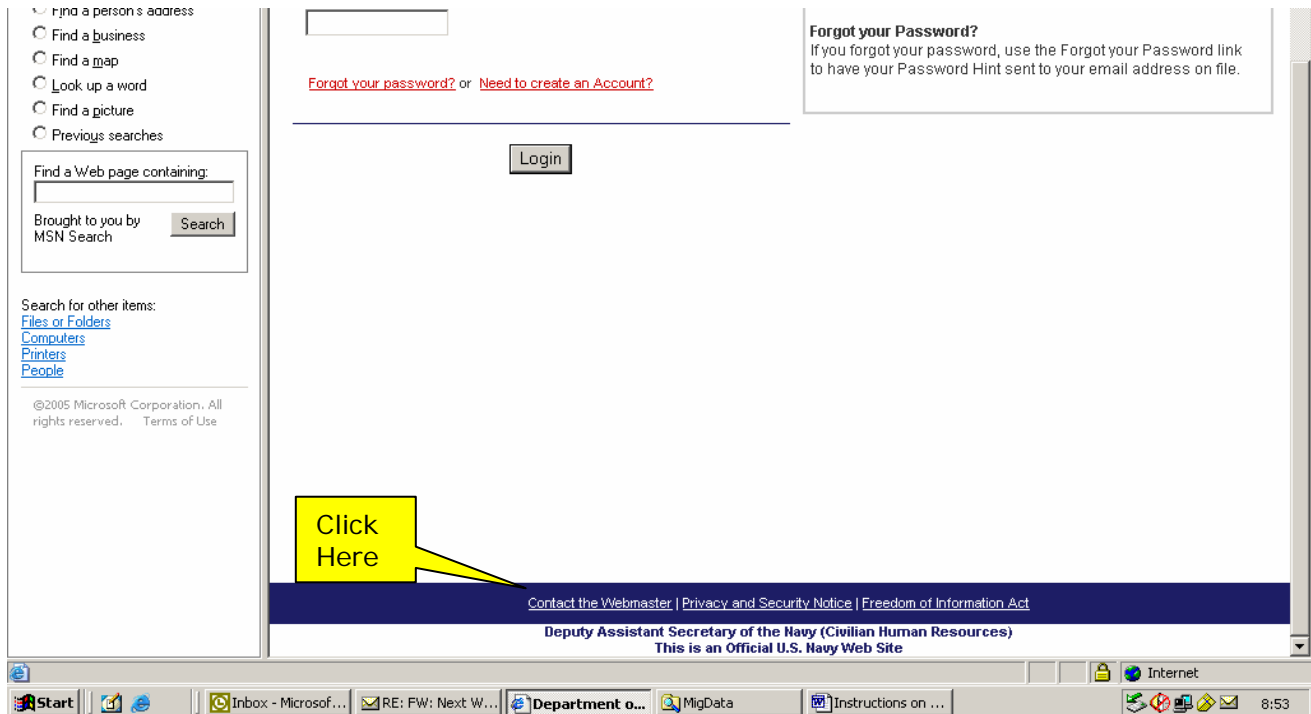
If manager forgot password do the following:

1. Go into website: <https://chart.donhr.navy.mil/admin/AdminHome.asp> and click on *Forgot your password?* Manager will receive email with "Password HINT"



NOTE: Password HINT is sent from CHART directly to the user via email. Be certain the CHART email was not caught in a SPAM filter OR blocked by a firewall.

2. If the HINT does not help, then manager can click on *Contact the Webmaster* to request password reset.



Complete all information

- In **Select a Reference Area Here**, select **Certificate Builder Access/password Issue** (See BLUE arrow below)
- In **Type the Subject of Your Comment Here** – type in **Reset Chart Manager Account Password** (See BLUE arrow below)

After completing information, click on **Submit Comments**

Address: <https://chart.donhr.navy.mil/contactus.asp>

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Before sending in an inquiry, please check the [Frequently Asked Questions](#) for the answer to your question. Due to the high volume of comments we receive each day, we are unable to respond to all questions.

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Type Your Full Name Here (First and Last)

Type Your Phone Number Here (include area code)

Type Your Current Email Address Here

Re-Type Your Current Email Address Here

If Your Current Email Address is Different than the Email Address in the CHART Database, Please Provide Your Old Email Address Here

Select a Reference Area Here
Certificate Builder Access/Password Issue

Type the Subject of Your Comment Here

Type the Last 4 Digits of Your SSN Here (for Account Access/Password Issues only)

Type Your Comments/Questions Here

Click Here

Complete only if additional comments or questions

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3. Manager will receive email from Webmaster when password has been reset.

NOTE: Information for Password reset is sent from CHART directly to the user via email. Be certain the CHART email was not caught in a SPAM filter OR blocked by a firewall.

If problems persist, contact the Webmaster for assistance. Under no circumstances, should a second account be created.

Webmaster's phone number:

Phone: 1-800-378-4559

DSN: 245-5733

Office Hours: Mon-Fri 0600 to 1800 (California Time)